PUBLIC COMPLAINT SORTING

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Roll No:12

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INTRODUCTION

- This project is used to resolve problem in less time and to keep track on all process which will going on after registering particular complaints. Municipal authorities and users both will get notifications from each other. To develop this system, we use machine learning and image processing.

- System is providing platform for citizens where they can report problems, share ideas and suggestions. It will be helpful to collect valuable source as feedback from citizens about progress improvement of city through the different posts or images posted by citizens. It will be helpful to resolve posted problems in limited time.

- The main purpose of the system to resolve problem in less time and to keep track on all process which will going on after registering particular complaints. Municipal authorities and users both will get notifications from each other

MODULES

- <u>Module 1: Admin</u>
- Admin can view users.
- They can add and manage department.
- They can add and manage officers.
- They can view feedback given by the users.
- They can view department wise complaints given by the users but they can't reply to the complaints.
- Taking actions against officers those who don't respond to the complaints.

Module 2

- Officer
- The officer will be added directly by the admin.
- The officer who can view the complaints given by the users and can reply for the complaints.
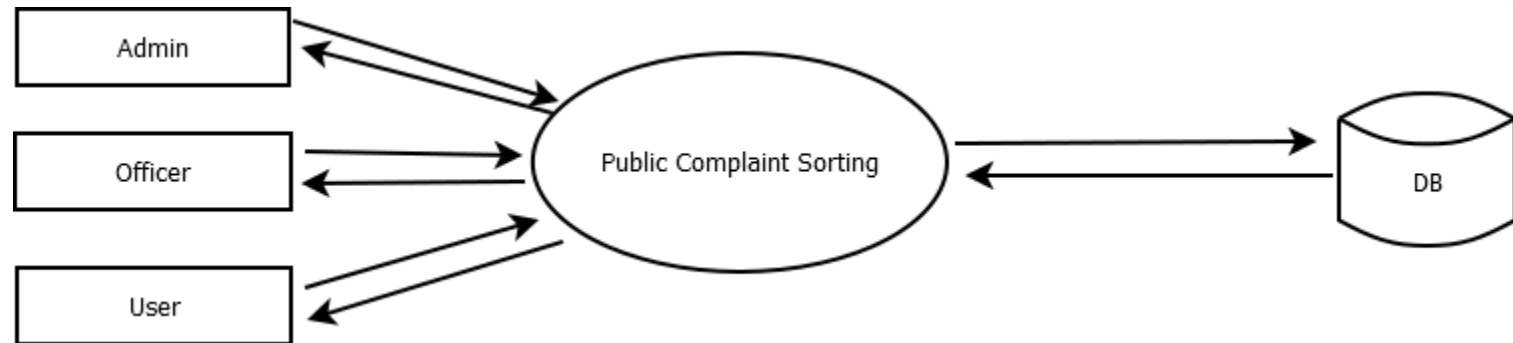- Officer can change their password also.
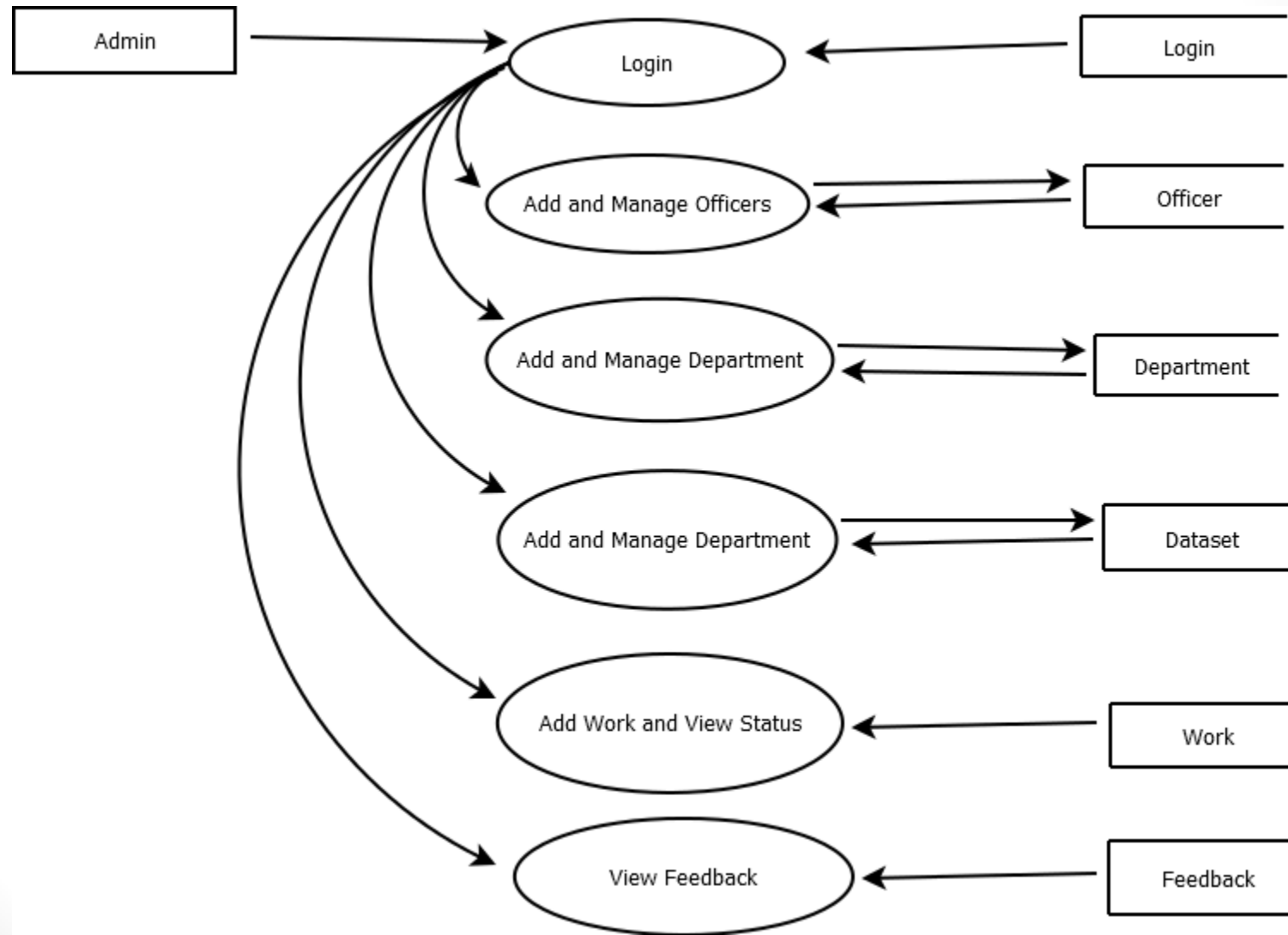
Module 3

Users

- Users can register by themselves.
- They can send complaints and view the respective department.

DATA FLOW DIAGRAM

LEVEL 0

LEVEL 1.0

LEVEL 1.1
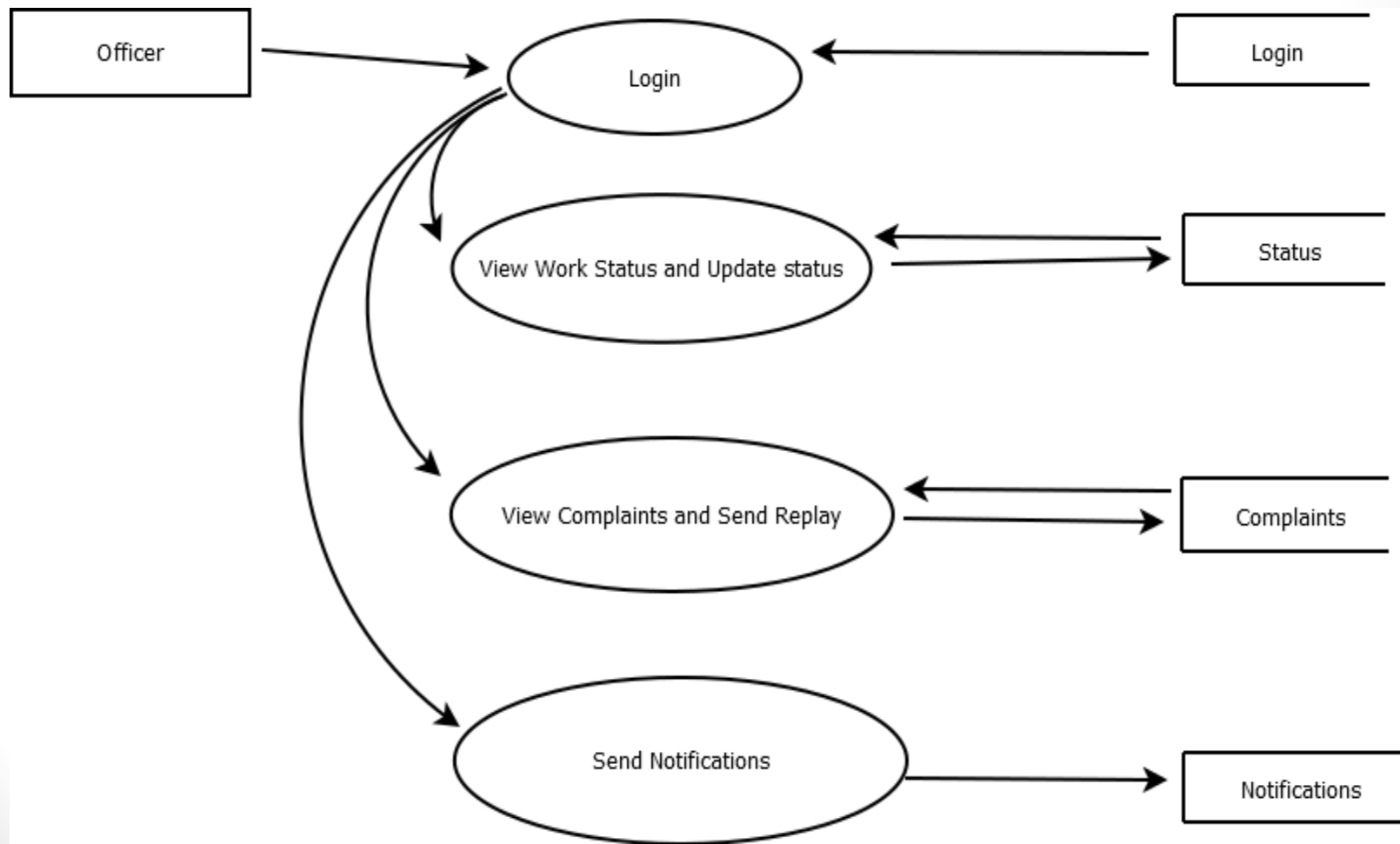
LEVEL .3

LEVEL 3.0
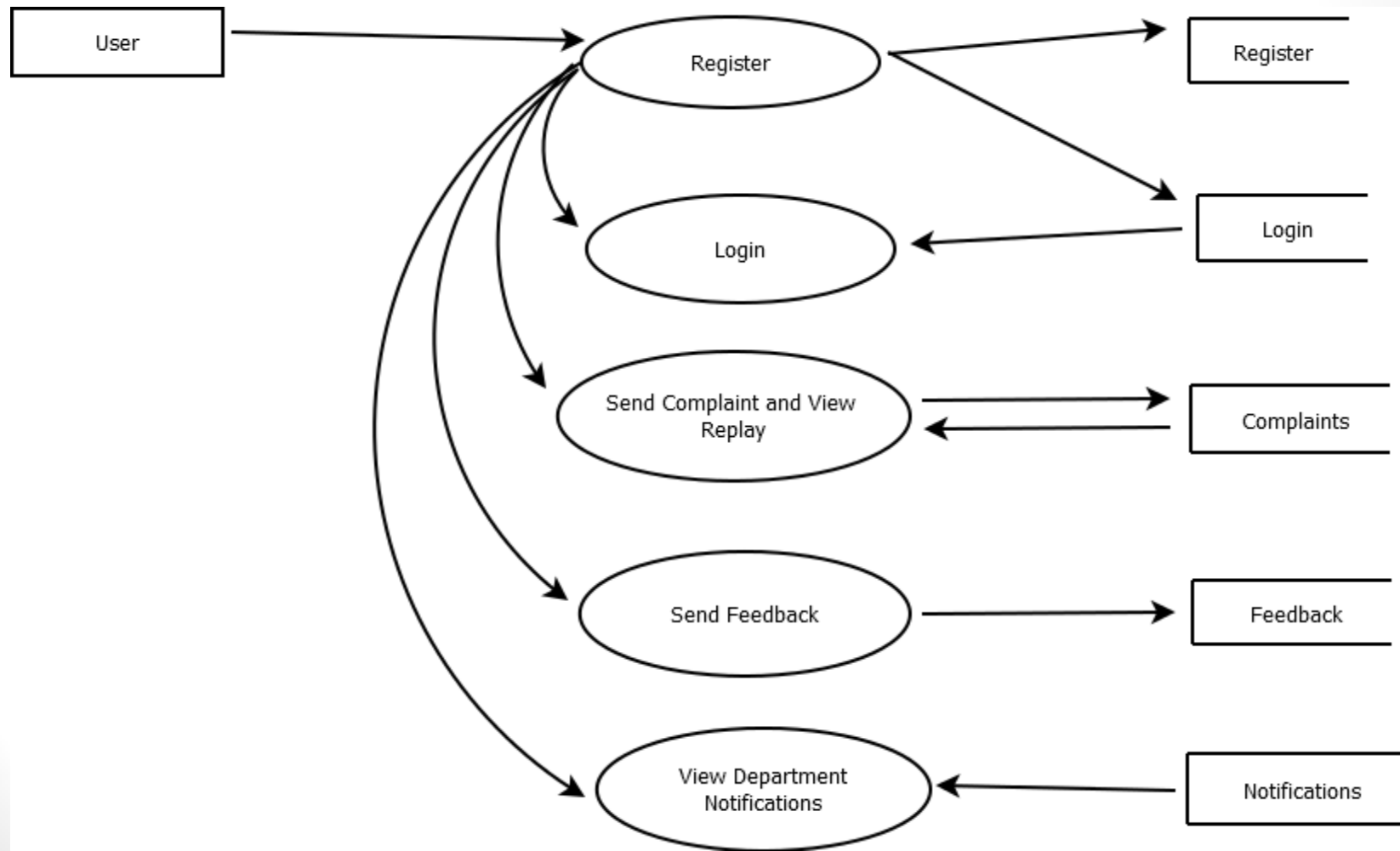
TABLE DESIGN

Login

	id	Username	Password	type
☐	1	admin	1234	admin
☐	2	riya	www	user
*	(Auto)	*(NULL)*	*(NULL)*	*(NULL)*

User

id	Username	Place	Post	Pin	Phone no	email	Lid
1	riya	clt	clt	678909	9089098789	riyas@gmail.com	2
(Auto)	(NULL)	(NULL)	(NULL)	(NULL)	(NULL)	(NULL)	(NULL)

Feedback

id	feedback	Date	uid
1	good	2022-01-05	2
(Auto)	(NULL)	(NULL)	(NULL)

DEVELPOING ENVIORNMENT

- Operating System : WINDOWS 10
- Front end : HTML,CSS,JAVASCRIPT
- Back end : Mysql
- IDE used : Jetbrains Pycharm,Android studio
- Technology used : Python Java
- Frame work used : Flask

PRODUCT BACKLOG

User Story ID	Priority <High/Medium/Low>	Size (Hours)	Sprint <#>	Status <Planned /In/Progress/Completed>	Release Date	Release Goal
1	Medium	2	1	Completed		Table Design
2	High	3		Completed		Form Design
3	High	5		Completed		Basic Coding
3	High	5	2	Planned		Creation of data set
4	Medium	5		Planned		Pre processing

USER STORY

User Story ID	As a <type of user>	I want to	So that I can
1	Admin	Login	Login successful with correct username and password
2	Admin	Add and Manage Officers	Add new officers and can Update and Delete all the officer details
3	Admin	View Feedback	View all the user feedback

PROJECT PLAN

User Story ID	Task Name	Start Date	End Date	Days	Status
1	Sprint 1				
2				4	
3	Sprint 2				
4				4	
5	Sprint 3				
6				8	
7	Sprint 4				

SPRINT BACKLOG

Backlog Item	Status & Completion date	Original estimation in Hours	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12
User Story #1,#2, #3			Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs
Table Design	28/12/21	2	1	1	0	0	0	0	0	0	0	0	0	0
Form Design	31/12/21	3	0	0	1	1	1	0	0	0	0	0	0	0
Basic Coding	8/1/22	5	0	0	0	0	0	1	1	1	1	1	0	0
User Story #4,#5														
Creation of Dataset	16/1/22	5	1	1	0	1	1	1	0	0	0	0	0	0
Pre processing	22/1/22	5	0	0	0	0	0	0	0	1	1	0	1	1
User Story #6,#7														
Predict	27/1/2	5	1	1	1	0	1	1	0	0	0	0	0	0

SPRINT ACTUAL

Backlog Item	Status & Completion Date	Original Estimation Hours	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11	Day 12
User Story #1,#2, #3														
Table Design	28/12/21	2	1	1	0	0	0	0	0	0	0	0	0	0
Form Design	31/12/21	4	0	0	0	1	1	0	1	1	0	0	0	0
Coding	8/1/22	4	0	0	0	0	0	0	0	0	2	1	1	0
User Story #4,#5														
Creation of Dataset														
Pre processing														
User Story #6,#7														

THANK

YOU…